

16 Jul 2018

From: Noah J. Komnick  
942 N. Columbus St.  
Alexandria, VA 22314

To: **Eileen Sherman, Vice President, Operations**  
National Forwarding Co., Inc.  
2800 Roosevelt Road  
Broadview, IL 60155

Ms. Sherman,

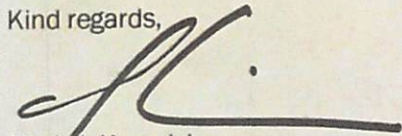
I recently completed a military relocation from Newport RI to Alexandria VA (BL#:454589). It was without question the best military move in my 20+ year career.

The primary reason for the success of this relocation was Murray's Moving & Storage. They ran a top-notch operation from beginning to end. It began with a thorough and competent household survey by their inspector, Basil. It continued with their packers (Patrick and Ivo), loaders & unloaders (Vincent, Mario, Verlin, and Dennis), and especially their driver (Jimmie). All were completely professional, courteous, and accommodating to my requests throughout the move. Jimmie was particularly noteworthy because he was the tireless leader for loading and unloading. He went out of his way to make our move as painless as possible. For example, when we asked for items to be double wrapped, he did it without question. He even made the extra effort to deliver some of our household goods to a local storage facility when we ran out of space in our new home (that was a huge help to us, in both time and money!). Finally, the constant and reliable communication I had with Bobby (business owner), Jarod (dispatcher), and Jimmie (driver) was truly superb and better than any other move I have gone through. Every single time I called Murray's Storage a real live person answered the phone, they never put me on hold, and they answered my questions without excuses or ambiguity. Jimmie did the same. He stayed in contact with me throughout the transit, confirming his location, status, and arrival times. He provided reliable information even when the TSP could not.

Additionally, I want to thank Deborah Marciniac, one of your National Forwarding employees. She made our claim for some minor damages truly effortless. I wish every TSP did what she did for us.

Some may respond to these accolades with: "well, they *should* do all that." However, the fact is I have *seldom* received this kind of service during previous moves, and *never* in total (i.e., from origination to destination). Most moves include drivers and TSP agents who do not return calls, moving companies that employ packers who have zero respect for the client's personal property, and moving companies that are inflexible at best and often show ill prepared for moving/packing days (e.g., wrong size truck, not enough boxes, late packers, drunk packers, filthy packers, and drivers that have zero leadership skills). All that said, Murray's Moving & Storage is a welcomed and refreshing exception to that usual nightmare of a military move. **Though military moves are never fun, my wife and I would be thrilled to have Murray's move us again.**

Kind regards,



Noah J. Komnick  
LTJG, USMC  
312-513-9044

Copies to:  
Transportation Office, Naval Station Newport, RI  
Senior Marine, Naval War College, RI  
Murray's Moving & Storage